Army Performance Improvement Criteria - APIC Training Module 25

"Category 7 – Results"
The Details of the Criteria

Category Seven: Results

- This week's TMT continues the details of APIC with Category Seven – Results, item 7.3.

- We encourage you to keep and consolidate these training modules for future reference.

Category Seven: Results

SERO

- The Results Category examines your organization's performance and improvement in all key areas - product and service outcomes, customer satisfaction, financial and marketplace performance, human resource outcomes, operational performance, and leadership and social responsibility. Performance levels are examined relative to those of competitors, and other organizations providing similar products and services.

- The Results Category is comprised of six "Key Performance Areas" that we refer to as KPAs.

  7.1 - Product and Service Outcomes
  7.2 - Customer-Focused Outcomes
  7.3 - Financial and Market Outcomes
  7.4 - Human Resource Outcomes
  7.5 - Organizational Effectiveness Outcomes
  7.6 - Leadership and Social Outcomes

Category Seven: Results

SERO

7.3 addresses: What are your Financial and Market Outcomes?

- It asks us to summarize our organization's key financial and marketplace performance results by customer or market segments, as appropriate. Also, to include appropriate comparative data.

- Financial and Market Outcomes (7.3) has one section (areas to address) that ask us to provide data and information to answer questions related to:

  - 7.3a. Financial and Market Results

Category Seven: Results

SERO

7.3a. Financial and Market Results questions ask:

(1) What are your current levels and trends in key measures or indicators of financial performance, including aggregate measures of financial return and economic value or budgetary measures, as appropriate?

(2) What are your current levels and trends in key measures or indicators of marketplace performance, including market share or position, growth, and new markets entered, as appropriate?

Category Seven: Results

SERO

We ask that you look over each of these questions and establish in your mind or on paper what you think the answers are.

These will be similar questions that you will be asked during the APIC/ACOE On-Line Survey later this summer or fall.

SERO

More Information about the Army Performance Improvement Criteria and the "APIC" website can be found at:

www.hqda.army.mil/leadingchange/